Hospitality and Hospital Management

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Abstract.

Objectives A hospital is a health organization that is largely run by doctors and nurses. *Hospitality* is the operational facet that helps people feel welcome, relaxed and comfortable. Hospitals are indeed examples of *forced hospitality*, their patients need a bed, they need to eat, but the element of choice and positive desire is crucial here, making the way to a creative and responsible Hospitality and *Hospital Management*. At this point, an eye is cast on *Social Media* (*SM*) and *Social Networking* (*SNet*) and how they can have a say in order to achieve this goal.

Methodology This work was carried out as a case study. A total of 56 physicians, nurses and patients participated in this study by answering questionnaires. The ages of the contributor's range d from 25 to 56 years old (mean age 37 years old), with 60% women and 40% men. The questionnaire consists of two sections, where the former one contains general questions (e.g. *age*, *gender*, *academic qualifications*), while the second includes information on dimensions such as *Information Acquisition*, *Innovative Culture*, *Financial Performance, Food Quality* and *Staff-Services Issues*, which are in line with the objectives of this work.

Results Mathematical Logical Programs are presented that take into account the awareness of physicians, nurses and patients about their level of satisfaction with *Hospitality* and *Hospital Management*, in terms of an accurate description of their peculiar entropic states, leading to speed of decision-making, strategic focus, the ability to pursue long-term goals, as well as closer proximity among physicians, nurses and patients.

Conclusions This work shows that it is possible to predict trends in *Hospitality* and *Hospital Management*, therefore enabling preventive/corrective actions that can help create the best conditions for the physicians and nurse's professional development, leading to patient satisfaction. On the other hand, the classic

framework in communication has developed into *Theoretical* and *Model-based* approaches to *Problem Solving*, owing the Theoretical one a clear advantage over the Model-based, once proof theory yields a precise framework in which to articulate the computational features of the *Logic Programming* language with the internal behavior of such systems, set in terms of their variables *Entropic States* and of an intertwining of *SM* with *SNet*.